

	<b>RESOLUTION OF QUALITY DISPUTES</b>	Doc. No.: PMP 1.03 Revision: 0 Eff. Date: 01/15/2002 Page: 1 of 4 DAR No.: NSNF-364
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Approval:	Original Signed by Mark Arenaz	Date: 12/18/01	
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	NSNFP Quality Assurance Program Manager		

## I. PURPOSE AND SCOPE

Personnel working for the National Spent Nuclear Fuel Program (NSNFP) are to follow this Program Management Procedure (PMP) to resolve *quality disputes* (see def.) that may impact quality-affecting activities subject to DOE/RW-0333P, *Quality Assurance Requirements and Description* (QARD).

## II. SUMMARY

This procedure establishes the process and responsibilities for resolving differences of opinion involving Quality Assurance (QA) Program requirements. It covers defining, documenting, and resolving quality disputes. This procedure is not intended to (a) evaluate allegations of waste, fraud, abuse, security, or personnel issues, as there are established programs to address such matters or (b) circumvent the responsibility or authority of management.

Differences of opinion involving the QA program may originate through normal work processes or emergent conditions. When these differences impact quality-affecting activities subject to the QARD, this procedure should be used to resolve them.

## III. PROCEDURE

### A. Defining a Quality Dispute

- |                    |    |  |
|--------------------|----|--|
| NSNFP<br>Personnel | 1. | When a difference of opinion about the QA program that may impact quality-affecting activities subject to the QARD becomes apparent, attempt to resolve it with the immediate manager. |
|                    | a. | If the difference of opinion is a potential condition adverse to quality, implement the instructions in PMP 16.02.   |
|                    | b. | Describe the basis of the opinion with reference to requirements of the QARD, best management practice, known interpretation of the QARD, or prior work practices.                     |
|                    | 2. | Describe the impact on past, present, or future quality affecting activities.  |
|                    | 3. | Verbally report the difference of opinion to the immediate manager.  |

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|-----------------------------------|---|
| Immediate Manager                 | 4. Attempt to resolve the difference of opinion with the originators. Consult with technical experts regarding technical aspects of the issue and the NSNFP Quality Assurance Staff Manager (QASM) or NSNFP Quality Assurance Program Manager (QAPM) for interpretation of the QARD, as needed. |
| NSNFP Personnel Immediate Manager | 5. If the difference of opinion is resolved through verbal interface, no further action is required. If not, take action to document the dispute in accordance with Subsection B.   |

### **B. Documenting a Quality Dispute**

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|------------|--|
| Originator | 1. If the difference of opinion is not verbally resolved with the immediate manager, document the opinion with complete supporting information on the Quality Dispute form (NSNFP/PMP 1.03-1) per form instructions. |
|            | 2. Submit the form to the NSNFP QASM for resolution.   |
| QASM       | 3. Enter the information from the Quality Dispute form submitted by the originator into the CATTS database for tracking through closure in accordance with form instructions.  |

### **C. Resolution of Quality Disputes**

- |            |   |
|------------|---|
| QASM       | 1. Meet with the originator of the Quality Dispute form and document the proposed resolution for the difference of opinion. Resolutions may include review of the QARD, national standards, Regulatory Guides or other documents, conference calls to subject matter experts, or other actions as necessary to resolve the difference of opinion.   |
|            | 2. If actions are required to implement the resolution of the difference of opinion, document the actions and implementation schedule on the Quality Dispute form to complete resolution.   |
|            | 3. If the resolution is acceptable to both, sign the Quality Dispute form for closure acceptance and submit to the NSNFP QAPM for concurrence.  |
|            | 4. Enter action items into CATTS to facilitate tracking through completion.   |
| NSNFP QAPM | 5. If resolution is not achieved with the QASM, meet with the originator of the Quality Dispute form to seek resolution.  |
|            | 6. If unable to resolve the difference of opinion with the originator, interpret the meaning and application of the QARD related to the listed difference of opinion and document the interpretation on the Quality Dispute form. <div style="margin-left: 20px;">a. Close the Quality Dispute form without the originator's concurrence, and document closure per the Quality Dispute form instructions.</div> |

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NSNFP                      7.        If resolution of the difference of opinion is achieved, document it on the Quality  
QAPM                      Dispute form.

Originator,                      a.        Sign the Quality Dispute form to indicate closure/acceptance.  
QASM, and  
QAPM

QASM                      8.        Enter the action into CATTS to facilitate tracking through completion.

9.        Process applicable documents in accordance with Section 7 of this procedure.

#### **IV. REFERENCES**

DOE/SNF/MTX-001, The National Spent Nuclear Fuel Program QARD Requirements Matrix, current revision.

#### **V. DEFINITIONS**

Terms appearing in *italics* followed by the notation “see glossary” are defined in the NSNFP Documents Manual Introduction and Glossary.

#### **VI. ATTACHMENTS**

None.

#### **VII. RECORDS**

The following records generated as a result of this procedure require retention in accordance with the identified lifetime or nonpermanent classification and in accordance with applicable records management procedures.

##### Lifetime

A.        Resolution of Quality Disputes Form

##### Nonpermanent

None.

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## VIII. PROCEDURE FLOW DIAGRAM

